

Minutes of Meeting

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Date of Meeting:	July 10, 2008
Called to Order - Adjourned :	4:00 – 6:00
Location :	YSC 204
Type of Meeting :	Status
Present :	Pam Schaffer ; Eileene Chappelle ; Raquel Wasielewski ; John Prior ; Rebecca Johansson ; Paul Swank ; Barbara Sewell
Minutes completed by :	Rebecca Johansson

Agenda Item #	MINUTES OF MEETING	Action	
		by	Due

1.	Welcome & Introductions Team Roster: John Prior/CPS; Rebecca Johansson / family; Pam Schaffer / SOH; Eileen Chappelle / family; Pamela Bonsu / Depelchin; Raquel Runge / Depelchin; Paul Swank / UT ; Steven Schnee / MHMRA	Rebecca	N/A
2.	Minutes of Meeting Minutes were reviewed with no comments or changes. NB: Minutes for this team are usually issued within a day or two of the meeting. Work continues to ensure they are posted to SOH website.	Rebecca	N/A
3.	Review Agenda	John	5 min
4.	Review Team Charter and operating rules 4.1 Review of SOH Retreat – as a background for our charter and how we're to operate. 4.2 Committee Rules of Operation – We take data from national evaluation and the SOH program and should perhaps look toward the System Change Work Team as the implementation arm. We will follow the same rules of operation as the Governing Board does, as documented in January 2008. 4.3 Roles & Responsibilities This team is a requirement of the grant and the agency. The original charter, as approved by the Governing Board was: "The CQI Team's main task will be to help develop a CQI plan for the project and monitor its application. This plan will describe the process variables that will be tracked and reported on that will help to monitor the implementation of the project. The plan will also describe how the reports will be shared and the feedback to be considered in improvement of the service delivery, fidelity to the implementation plan, comparative benchmarking, and attention to the goals of the project. Over the next year data results may be more likely to contribute to policy development with the help of this Team." Other responsibilities may include: 4.3.1 Our job is to verify the model and measure various improvements or changes. 4.3.2 Gather data from national evaluation and program 4.3.3 Aggregate and trend data especially toward the goal of the program 4.3.4 Reporting. May need to examine issue by issue to whom we report. For example, policy may be a board level report, but for the program, or a procedural issue report to director. May want to develop findings and trends for the GB. 4.3.5 Recommend improvements to the program and system changes to the Systems Change Team. Or, any area of the SOH, as the CQIT thinks appropriate. 4.4 Scribe – RJ will scribe live.	Rebecca	N/A

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5	<p>Review draft of CQI Plan</p> <p>Work team of Pam S. and John P. John presented the format of the Family Wrap around Participation worksheet that outlines what is being measured, the data source, who is responsible for collecting the data, the frequency, tool(s) used, how data will be aggregated and reported, who reviews and interprets results, who will make recommendations for improvement, and who will implement changes. (See 7/3/08 file.) The team looked at a draft SOH Performance and Quality Improvement Plan. (See 7/10/08 file) Some rows are still blank awaiting further development, but John is recommending we not wait to collect data we know we can get already. Pam Schaffer went over the content of some of the indicators. Some work may be in order to educate both families and agencies and trust/relationship. John and Pam will do some more work to add outcomes and outputs. Team decided to adopt the format. Team would like to see a sample report on wrap team participation out of EVOLV. Will issue before next meeting.</p>	John Pam S	xxAUG
6	<p>Review Grievance Policy</p> <p>Work team of Pam S. and John P.</p> <p>How to get policy reviewed at program and governing board levels.</p> <p>John issued a copy of the Participation Agreement & Youth/Family Rights, which includes instructions on how to discuss concerns. A suggestion to change the word client to youth/family was accepted. Another suggestion was taken to wordsmith the rights and expectations. (See 7/2/2008 file) Look for the revision.</p> <p>The theory behind the approach we are recommending is as follows:</p> <ol style="list-style-type: none"> 1. Complaints are managed at the care team level and can be elevated according to the management hierarchy of the program. 2. In addition, one CQIT co-leader, John Pryor has volunteered to be a listening post and channel for routing the problem to the solving process. 3. The team agreed that the principal investigator of the grant would be the final authority. <p>The team agreed to reformat page two to better indicate how complaints can enter the process. We also agreed to include the process description in the SP&P. This revised form now has a separate page 3 that gathers agreement to hear about opportunity to participate in the outcome study.</p> <p>Action: Revise the existing 7/2/08 form and issue to Pam to modify and implement.</p>		
7	<p>Logic Model Refinement</p> <p>The team discussed this with Janis Bane and determined this CQIT would be the work team and will generate the white paper for the Governing Board.</p> <p>Raquel expressed concern about conflict of interest for the Eval Team's role in editing or revising the model, since they are collecting measurements. It was decided that the CQIT may have the responsibility to undertake this. No specific sub team will be assigned to this, but the CQIT as a whole will be looking at the model as we develop and refine the QCI Plan. We also need to look at the evaluation plan. CQIT agreed to ensure that the outcomes on the model do not change. Look more closely at the processes.</p>	CQIT	Ongoing
8	<p>Action Planning</p> <p>8.1 Pam will revise and implement the Participation Agreement and ensure the grievance policy is included in the SP&P.</p> <p>8.2 Raquel will ask our evaluation liaison (Rudolfo) about getting the entire CQIT limited access to ICN site.</p> <p>8.3 John will get a CQI Plan example. Barbara Sewell will also tap into her contacts.</p>	Pam John	5 min
9	<p>Next meeting: 21 August 2008; 4:00 – 6:00; YSC Room 204</p>		

Harris County Systems of Hope
Continuous Quality Improvement Team
6300 Chimney Rock Road
Houston, Texas 77081

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